

How to access Support at Home

VMCH



1 Getting started

Apply for an assessment through My Aged Care. If you'd like help with this, contact VMCH on **1300 698 624**.



2 Understanding your needs

You'll meet with an aged care assessor to talk about your daily life and the kind of help that could support your safety and independence at home.



3 Creating a support plan

You and the assessor will work together to create a support plan based on your needs and personal goals.



4 Receiving a decision

You'll receive a Notice of Decision letter that outlines the support you're eligible for. You'll then be added to the Support at Home system.



5 Receiving your funding

Once your funding is approved, you can choose a provider, such as VMCH, to deliver your services.



6 Starting with VMCH

You'll work with your VMCH care partner to discuss your services. You'll also complete an income and assets assessment to determine any contributions you may need to make.



7 Commencing services

VMCH will welcome your referral and notify Services Australia once your services have started.



8 Planning your care and budget

Together, we'll create a care plan and budget tailored to your needs and preferences.



9 Reviewing your support

If your needs change, we can request a support plan review to update or adjust your services accordingly.

How to contact My Aged Care

You can call My Aged Care on 1800 200 422 or if you would prefer to speak in person, you can book an appointment by calling Services Australia Aged Care on 1800 227 475.

If you would like some help, we can talk to My Aged Care with you and make sure you get the support you need.



1300 698 624
vmch.com.au